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Report of the United Nations High Commissioner for Refugees

Covering the period 1 January 2011 – 30 June 2012

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Sixty-seventh session
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Note

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I. Introduction

1. The year 2011 was marked by a rapid and uninterrupted succession of large-scale humanitarian crises unfolding against a backdrop of political, social and economic turmoil. Conflicts in Côte d'Ivoire, Libya, Somalia and Sudan alone forced more than 800,000 refugees into neighbouring countries, the highest number in over a decade. The Middle East continued to experience turbulence with more than 127,000 persons from the Syrian Arab Republic having sought refuge in neighbouring countries, primarily Iraq, Jordan, Lebanon and Turkey, and more than one million displaced internally. In addition, an estimated 3.5 million people were newly displaced within the borders of their countries in 2011, one-fifth more than in 2010. Today more than 42.5 million people in the world are displaced across or within borders by violence and persecution.

2. The succession of large-scale emergencies constituted an unprecedented challenge for the Office's emergency response, with 780 emergency staff deployed to operations globally, drawn from either UNHCR's emergency roster or its partners' standby rosters. UNHCR was often required to respond in hazardous operational environments, with both staff and partners exposed to violent attacks and kidnappings. Six UNHCR staff members were killed in Afghanistan, the Democratic Republic of the Congo, South Sudan, and the Syrian Arab Republic. This demonstrates the continued dangers that aid workers face when humanitarian space is under threat.

3. While new situations of conflict continued to multiply in 2011, old ones failed to be resolved, such as in Afghanistan, the Democratic Republic of the Congo and Iraq. The Somali conflict, already 20 years old, degenerated further and, combined with the worst drought in decades, drove close to 300,000 refugees into neighbouring Kenya, Ethiopia, Djibouti and Yemen. This brought the total number of Somali refugees in the region to some 950,000 by the end of 2011. As a result, durable solutions have remained elusive for a large number of refugees under UNHCR's mandate.

4. Meanwhile, conflicts have been exacerbated by the simultaneous impact of population growth, urbanization, climate change and food, water and energy insecurity. Growing levels of poverty and unemployment have proven to be sources of social and political unrest. In this scenario of continuous new emergencies and drawn-out conflict, solutions can only be achieved through strong commitment from States.

5. In Geneva in December 2011, UNHCR facilitated a landmark Intergovernmental Event at the Ministerial Level of United Nations Member States on the occasion of the 60th anniversary of the 1951 Convention relating to the Status of Refugees and the 50th anniversary of the 1961 Convention on the Reduction of Statelessness. This Ministerial Intergovernmental Event brought together 155 of the 193 UN Member States and opened a new chapter in international engagement on forced displacement and statelessness. More than 100 States made pledges during the meeting, which, when implemented, will substantially improve the protection of refugees, internally displaced persons (IDPs) and stateless persons[1].

6. This report provides an account of the work carried out by UNHCR between January 2011 and mid-2012. More detailed information, including on regional and country operations, can be found in UNHCR's Global Report 2011 at: http://www.unhcr.org/globalreport.

[1] Documentation related to the Ministerial Intergovernmental Event, including the Report of the meeting and the Ministerial Communiqué, may be found at: www.unhcr.org/ministerial.

II. Populations of concern

7. At the end of 2011, there were over 35.4 million people of concern to UNHCR,[2] including 10.4 million refugees. The latter number is approximately 144,000 less than in 2010, due to a reduction of about 16 per cent in the estimates of Afghan and Iraqi refugee populations in the Islamic Republic of Iran, Pakistan and the Syrian Arab Republic, as well as the fact that a number of refugees found durable solutions, mainly voluntary repatriation.

8. The number of people displaced within their own country as a result of conflict was an estimated 26.4 million at the end of 2011, of whom 15.5 million benefited from UNHCR protection and assistance. The latter figure represented an increase of almost 800,000 compared to the previous year.

9. By the end of 2011, statistics on stateless populations were available for 64 countries, compared to the 30 countries reporting these figures in 2004, when UNHCR started systematically collecting data on stateless populations. Currently, 3.5 million stateless persons have been identified by UNHCR, a figure comparable to that reported in 2010. Despite improvements in the number of countries reporting and in the reliability of reported figures, UNHCR is unable to provide comprehensive statistics on the number of stateless persons globally. It is, however, estimated that the total number of stateless persons worldwide is over 12 million people.

10. During 2011, some 876,100 individual claims for asylum or refugee status were submitted to Governments or UNHCR offices in 171 countries or territories. This constituted a 3 per cent increase compared to the previous year (850,300 claims). UNHCR registered 11 per cent of the global total. The highest number of new claims filed with UNHCR or States in 2011 came from asylum-seekers originating from Zimbabwe (52,500), Afghanistan (43,000), Somalia (35,900), Côte d'Ivoire (33,000), the Democratic Republic of the Congo (31,500), Myanmar (29,800) and Iraq (29,100).

III. Consolidating internal reform

11. Reform initiatives undertaken in recent years helped the Office enhance its efficiency and effectiveness. UNHCR's volume of activity has nearly doubled in the past five years, with only a marginal increase in staff globally and a significant reduction at Headquarters. Six years after the reform process began, Headquarters costs have been reduced from 14 to 9 per cent of overall expenditure, and staff costs from 41 to 27 per cent. Savings allowed the Office to address gaps in water, sanitation, health and nutrition, benefiting some 1.3 million refugees in Africa and Asia. New managerial priorities are being set to modernize and simplify systems and processes in order to reinforce UNHCR's capacity to deliver assistance, protection and solutions to people of concern.

12. The Division of Information Systems and Telecommunications was restructured and decentralized, with a Service Centre created in Amman, and regional hubs established in Budapest, Kuala Lumpur and Panama City. This has brought information technology support closer to the Field and strengthened operations.

13. Investments made during the reporting period have focused on improving UNHCR's ability to deliver, notably by strengthening protection and emergency response capacity. During 2011, over 40 new protection positions were created across the globe in areas such as resettlement, refugee status determination (RSD), statelessness, and cluster leadership for

[2] Table 1 presents the populations of concern to UNHCR at the end of 2011. For more detailed statistical information, see UNHCR's Global Trends 2011, available at: www.unhcr.org/statistics.

the inter-agency response to situations of internal displacement. Protection learning was also strengthened, targeting both staff and partners.

14. Last year saw the full implementation of UNHCR's global stock management system, a key feature of its strengthened emergency response capacity. A new network of seven supply hubs in Europe, Africa and the Middle East, together with a 20 per cent increase in stock levels of relief items, allows UNHCR to respond within 72 hours to simultaneous emergencies affecting up to 600,000 persons. New staff deployment mechanisms are being developed, allowing timely deployments at the outset of a crisis, and a senior-level emergency roster has been established to ensure adequate leadership in emergencies.

15. A current priority is to improve oversight and accountability, commensurate with the Office's significantly increased budget and responsibilities. In 2011, an Independent Audit and Oversight Committee (IAOC) was established to assist the High Commissioner and the Executive Committee on audit and oversight, as well as financial management. The IAOC assumed its functions in the first half of 2012. Over the next two years, UNHCR plans to further strengthen programme control and introduce a risk management framework.

IV. Protection and operational overview

A. Major challenges

16. Emergency situations were not the only challenges during the reporting period. Waning political will – exacerbated by some communities' disenchantment with hosting refugees, as well as increasing government concerns about transnational threats, including terrorism and crime, and irregular mixed movements – complicated protection responses. *Refoulement* to certain countries rose in 2011, as did threats of *refoulement* in the context of national security. The Office was concerned by the acceptance, by some countries, of the "safe third country" concept as a basis for removal without necessary protection safeguards. The detention of asylum-seekers and refugees, including children, was on the rise, and violence against women and girls continued to be a major problem in most displacement contexts.

17. Sexual and gender-based violence (SGBV) remains a threat to displaced women and girls, as well as men and boys, in all regions of the world. As part of the commemorations of the 60th anniversary of the 1951 Refugee Convention, UNHCR held regional dialogues[3] with over 1,000 displaced women and girls to better understand the problems they and their families faced. The Office issued an updated strategy, Action against Sexual and Gender-Based Violence, which supports UNHCR operations to design SGBV strategies that reflect the needs of at-risk populations and are adaptable to either stable or emergency contexts, as well as camp, rural or urban settings. At the Ministerial Intergovernmental Event, the High Commissioner pledged to further strengthen UNHCR's commitment to addressing SGBV. Concrete results thus far include funding for SGBV programming in 12 priority countries and the creation of four regional protection posts to support implementation of the SGBV strategy.

18. The protection of refugees and asylum-seekers at sea remains a major challenge. More than 1,500 people, including potential asylum-seekers, drowned or went missing while attempting to cross the Mediterranean in 2011, rendering it the deadliest year since UNHCR began recording these figures in 2006. A record 103,000 refugees, asylum-seekers and migrants from the Horn of Africa made the perilous journey to Yemen across

[3] More information regarding the regional dialogues with displaced women and girls may be found at: http://www.unhcr.org/dialogues-women-children.

the Gulf of Aden and the Red Sea: 140 persons are known to have drowned in the attempt between January 2011 and June 2012. In the Asia-Pacific region, some 430 presumed asylum-seekers are known to have drowned in maritime incidents.

B. Refugee protection in the context of international migration

19. Modern migration trends continued to be complex. Those with international protection needs often travel irregularly alongside other groups, using the same routes and methods of transport, and individuals themselves often have multiple and mixed motivations for movement, including economic, social and political.

20. Assisting States and other partners to develop protection-sensitive strategies to address mixed migration remained a key priority for UNHCR, with activities focused on a number of interrelated initiatives. This included the completion of the three-year project on the 10-Point Plan of Action on Refugee Protection and Mixed Migration; initiatives to enhance inter-State cooperation related to the protection of refugees at sea; efforts to address the protection needs of trafficked and smuggled persons; and active engagement in global and regional consultative processes. The Office worked to strengthen normative and institutional frameworks, build and ensure the proper functioning of asylum systems, and reinforce its capacity to deal with the increasing number of applications for refugee status.

21. Together with the Office of the UN High Commissioner for Human Rights (OHCHR), UNHCR organized a Global Round Table on Alternatives to Detention. The Round Table concluded that there is an absence of any empirical evidence that detention either deters irregular migration or discourages people from seeking asylum. It further found that treating asylum-seekers with dignity and humanity improved their cooperation throughout the asylum process, including rates of voluntary return for those found not to be refugees. Subsequent national and sub-regional round tables in Australia, Belgium and Thailand confirmed governments' increasing interest in introducing or strengthening alternatives to detention. As a result of such efforts, over the past two years, the use of detention has been reduced in nine countries.

C. Strengthening implementation of the 1951 Convention, its 1967 Protocol and the Statelessness Conventions

22. Throughout 2011 UNHCR commemorated the 60th anniversary of the 1951 Convention relating to the Status of Refugees and the 50th anniversary of the 1961 Convention on the Reduction of Statelessness through initiatives to identify and address gaps in international protection and explore new avenues to strengthen international protection. The commemorations provided an opportunity to reflect on the challenges to achieving full implementation of the refugee and statelessness instruments and on the evolving protection context in the twenty-first century. They also helped raise public awareness and promote tolerance and diversity.

23. The Ministerial Intergovernmental Event adopted a Ministerial Communiqué, reaffirming that the 1951 Refugee Convention and its 1967 Protocol are the foundation of the international refugee protection regime and have enduring value and relevance. The Communiqué recognized the importance of respecting and upholding the principles and values that underlie these instruments, including the core principle of *non-refoulement*. Although the number of States parties either to the 1951 Refugee Convention and/or the 1967 Protocol remained steady at 148, a number of States in Africa, the Americas, Asia and the Pacific and Europe pledged to review their reservations to these instruments with a view to considering whether to withdraw them.

24. Indicative of a growing commitment by States to tackle situations of statelessness, several substantial breakthroughs occurred, due in part to increased global attention to the problem afforded by the commemorations. A noteworthy success, following an accessions

campaign launched as part of the commemorations, was the accession by 12 States – Benin, Bulgaria, Burkina Faso, Croatia, Georgia, Nigeria, Panama, Paraguay, the Philippines, the Republic of Moldova, Serbia and Turkmenistan – to either or both the 1954 Convention relating to the Status of Stateless Persons and the 1961 Statelessness Convention. This is the highest number of accessions to the Statelessness Conventions in any twelve-month period, bringing to 74 the number of States parties to the 1954 Convention, and to 45 the number of States parties to the 1961 Convention, as of June 2012.

25. At the 2011 Ministerial Intergovernmental Event, 33 States pledged either to accede to the Conventions or to examine the possibility of doing so. Five of these pledges have already been fulfilled. Forty-one States made other statelessness-related pledges. These included removing gender discrimination from nationality laws; implementing better civil registration and documentation systems to prevent and reduce statelessness; establishing statelessness determination procedures; and undertaking mapping initiatives and awareness-raising campaigns.

D. Identification, prevention and reduction of statelessness and the protection of stateless persons

26. UNHCR advised on legal safeguards to prevent and reduce statelessness in 14 States that were in the process of reviewing their nationality legislation. Kenya achieved a breakthrough with its 2011 Citizenship and Immigration Act, which provides that stateless persons who have resided in Kenya since independence may register as citizens if they do so within five years of the Act's adoption.

27. To assist States and legal practitioners, UNHCR released three sets of guidelines: the first on the definition of a "stateless person," as expressed in the 1954 Convention; the second on stateless determination procedures; and the third on the status of stateless persons. In the Americas, UNHCR developed a model law for the implementation of the 1954 Convention, which is being considered by Brazil, Ecuador and Panama. Studies commissioned by UNHCR mapped stateless populations in several industrialized States, including the number and profile of stateless individuals, as well as the causes and possible solutions to their predicament.

28. Decisive progress was also made toward the resolution of some protracted statelessness situations. In Turkmenistan two presidential decrees granted citizenship to 3,318 stateless persons in 2011. The decrees followed the completion of the second registration drive since 2007, organized by the Turkmen Government with UNHCR support, to identify undocumented individuals throughout the country. In Kyrgyzstan more than 28,000 holders of expired Soviet passports received Kyrgyz passports, and 2,094 stateless persons were granted citizenship by decree between 2009 and 2011. Following an April 2011 decree offering citizenship to one group of stateless Kurds in the Syrian Arab Republic, official sources indicate that some 69,000 of the approximately 150,000 people who could benefit from the decree had received citizenship documents by the end of 2011. The Kuwaiti Government recently announced that it will allow for the naturalization of some 34,000 Bidoons.

29. The independence of South Sudan in July 2011 prompted concerns that a new statelessness situation might emerge, following the pattern of other recent State successions. UNHCR provided the Government of South Sudan with technical support in the drafting of legislation, including an interim constitution and a nationality act. Concerns persist that many individuals may be deprived of Sudanese nationality, despite not being able to acquire proof of South Sudanese nationality. UNHCR continued advocacy on behalf of and provided assistance to persons of southern Sudanese origin in the Republic of Sudan, including operational support for the issuance of identity documentation to citizens of the new State and technical advice to the civil registry of Sudan to facilitate the issuance of documentation to persons at risk of statelessness.

E. Regional challenges

30. In Africa, the operational environment was characterized by new and ongoing emergencies, as well as by growing opportunities to bring closure to several protracted refugee situations, as described in Chapter V below. The number of people of concern to the Office in sub-Saharan Africa increased significantly, from slightly over 10 million in January 2011 to over 12 million by the end of the year. In January 2012, fighting between Tuareg rebels and Malian forces resumed, breaking a 2009 agreement that officially ended the Tuareg rebellion. Close to 320,000 Malians have been forced to flee to neighbouring Burkina Faso, Mauritania and Niger, or seek safety in other parts of Mali.

31. Drought, famine and violence forced hundreds of thousands of Somalis across borders into neighbouring countries, mainly Kenya and Ethiopia, including an estimated 30,000 during the first six months of 2012 alone. It is estimated that one-third of Somalia's 7.5 million nationals are either internally displaced or living in another country as refugees. In Kenya, the security environment in Dadaab deteriorated significantly. While security threats restricted the movement of aid workers in the camps, basic services were uninterrupted as a result of a "continuity plan" that had been drawn up by humanitarian organizations and refugee leaders. Armed conflict continued unabated in several parts of eastern Democratic Republic of the Congo, where more than 8,900 cases of rape were reported in 2011. The largely peaceful referendum on the independence of South Sudan was followed by armed conflict in the border areas of the new country with Sudan, where conflict-induced food shortages are growing. By June 2012, more than 162,000 Sudanese refugees had fled to South Sudan, the majority to Upper Nile State, and more than 36,000 to western Ethiopia.

32. In the Americas, the Colombia situation remained UNHCR's largest operation. Despite the Colombian Government's renewed efforts to provide solutions to displacement, including through the adoption of the Law on Victims and Land Restitution, violence due to the presence of irregular armed groups and criminal gangs continued to plague parts of the country. Nevertheless, UNHCR continued to support the Government's efforts to explore potential solutions for displaced persons, including through the joint United Nations Development Programme (UNDP) and UNHCR Transitional Solutions Initiative, undertaken in cooperation with the World Bank. In June 2011, UNHCR and OHCHR issued a joint advisory on returns to Haiti, appealing to governments to renew residence permits and establish other mechanisms allowing Haitians who were displaced by the 2010 earthquake to remain outside the country on humanitarian grounds. More broadly, the Mexico Plan of Action and the Brasilia Declaration continued to guide the strategies of all UNHCR operations in Latin America.

33. In Asia and the Pacific, some 9.6 million people, representing about a quarter of the total number of persons of concern to UNHCR, remained displaced within the region. Of these, fewer than 1.3 million were living in camps, with the overwhelming majority residing in urban settings. The prolongation of some refugee situations, combined with disparities in asylum practices among countries, continued to cause irregular movements further afield. As a result, UNHCR's work in the region focused on finding solutions (such as the Solutions Strategy for Afghan Refugees, as described in Chapter V), including through the strategic use of resettlement; promoting self-reliance for urban refugees; contributing to effective responses to emergencies resulting from natural disasters; and furthering the dialogue with concerned States on a regional approach to refugees and irregular movements. Important steps forward include the establishment of the Almaty Process for Central Asia, the endorsement by the Bali Process of a Regional Cooperation Framework for South-East Asia, and the establishment of a Regional Support Office in Bangkok.

34. In Europe, economic difficulties and unemployment in many countries had a negative effect on public attitudes towards refugees, while budget cuts affected reception standards and support for the integration of refugees. Hardening attitudes towards irregular entry and calls for stricter border control posed additional challenges. Sustained efforts

were made to ensure access to territory and asylum for those in need of protection, including work with States and other partners on protection-sensitive border management procedures and safeguards for asylum-seekers. The Office promoted integration services for refugees, ran campaigns to foster tolerance and reduce xenophobia, and worked to build public support for refugee protection throughout Europe. Efforts were also stepped up to promote solidarity and responsibility-sharing among countries in the region, including through a stronger European role in global resettlement efforts.

35. In the Middle East and North Africa, the changing political landscape and social unrest resulted in massive displacement during the reporting period, adding to the already large numbers of refugees and IDPs in the region. The crisis in Libya forced nearly one million Libyans and third-country nationals to flee to neighbouring countries, mainly Tunisia and Egypt. UNHCR and the International Organization for Migration (IOM) jointly implemented a large-scale evacuation programme that assisted more than 300,000 third-country nationals to return to their homelands. In addition to the displacement of Syrian nationals, as mentioned in Chapter I, unrest in the Syrian Arab Republic has created an increasingly difficult environment for Iraqi and other refugees hosted in the country. Events in Yemen aggravated internal displacement, with the number of IDPs reaching more than half a million, while the country remained host to more than 215,000 refugees from the Horn of Africa. Recently Government forces regained control over parts of Abyan province, a development which may pave the way for the return of IDPs from Aden. At the same time, the Office is concerned about the humanitarian situation in the Sinai and, together with other stake-holders, is seeking to assess the scale of needs and possible remedies.

36. UNHCR continued to provide protection and assistance to the Sahrawi refugees in the camps near Tindouf, Algeria, while the World Food Programme (WFP) provided food rations and supplementary food rations to the most vulnerable refugees. At the end of 2011, over 42,600 persons had registered for the Confidence Building Measures (CBM) programme in the Sahrawi camps in Tindouf and from Western Sahara Territory, which aims to bring together families which have been separated for some 37 years. In early 2012 UNHCR chaired high level meetings in Geneva with the two parties, Morocco and Frente POLISARIO, and the two neighbouring counties, Algeria and Mauritania, with the aim of enhancing coordination and cooperation with all stakeholders regarding the implementation of the CBM programme. Already some 12,300 persons have benefitted from the programme, and a recently deployed aircraft with greater carrying capacity will increase the number of family visits from 2,000 to 6,000 persons annually. UNHCR organized two cultural seminars in Portugal for a limited number of refugees from the camps in Tindouf and from the Western Sahara Territory.

F. Safety and security of staff and populations of concern

37. The challenging security environment during the reporting period demonstrated the need for continual adaptation and response to emerging security needs. UNHCR has strengthened its capacity for information gathering and analysis. This has included increased professionalization of the field safety work force, the development of a cadre of security staff with critical skills, and a training programme targeting Field Safety Officers and senior managers.

38. The Field Safety Section provided direct assistance to managers of field operations through security-risk assessments, technical advice, training and inter-agency security management processes, as well as direct support and management of critical security incidents. More than 30 field missions were conducted in 2011. UNHCR's Security Steering Committee, led by the High Commissioner or the Assistant High Commissioner (Operations), regularly reviewed countries deemed to be at higher risk.

39. UNHCR continued to work with the United Nations Department of Safety and Security and participated actively in the Inter-Agency Security Management Network.

Changes in system-wide policies such as the introduction of a new Security Level System, were communicated to staff and have been incorporated in training materials.

40. In 2011, the Office issued the Manual on Security for Persons of Concern, which was developed through consultations led by the Division of Emergency, Security and Supply, in cooperation with the Division of International Protection and UNHCR staff in the Field. The Manual provides guidance and best practices for staff and partners on how to respond to recurring security threats against persons of concern. The rollout of the Manual has been accompanied by a training programme, and it has been incorporated in existing learning programmes, including UNHCR's Workshop on Emergency Management.

G. Emergency preparedness and response

41. In 2011, UNHCR adopted a new approach to emergency management, consisting of a strong centralized coordination mechanism with the ability to draw upon the entire range of organizational capacities, resources and expertise to support operations as needed. With an increase in specialist profiles required for emergencies (such as registration and information management officers), UNHCR was able to tap into expertise beyond its Emergency Response Team roster. Among those deployed were field safety advisers, supply officers, and shelter experts.

42. UNHCR benefited from standby partnership arrangements to complement its internal capacity for emergency deployments, particularly in technical fields. More than 340 persons from nine standby partners were deployed to emergency operations during the reporting period, constituting around 44 per cent of emergency deployments. The Office welcomed an agreement with Argentina for standby support from the "White Helmets" to complement existing partner agreements, primarily from the Nordic countries and Germany.

43. During the reporting period, UNHCR's Supply Management Service dispatched 140 airlifts with nearly 4,500 metric tons of relief items, assisting more than 600,000 people. In addition, 151 airlifts repatriated more than 29,500 persons of concern from Tunisia. Seventeen airlifts to Ethiopia, Kenya and Somalia were carried out simultaneously over two months in 2011, including UNHCR's first airlift in more than five years to Mogadishu. Meanwhile, flights were dispatched with core relief items and tents in response to the deteriorating food security situation and forced displacement in South Sudan.

H. Assuring basic needs and essential services

44. The many large-scale emergencies involving massive displacement presented challenges in meeting the basic needs of refugees and others of concern. In the face of increasing shelter needs in simultaneous emergencies, providing adequate living conditions required particular attention, prompting the Office to establish a Shelter and Settlement Section to strengthen capacity and ensure a timely and efficient response.

45. Many refugees in camps or settlements have limited prospects for a dignified life. Lack of space and livelihood opportunities put girls and boys at risk of sexual violence, forced recruitment and exploitation, and often lead to secondary irregular movements. In response, UNHCR has increased its engagement in the livelihood sector in recent years. The Office's global budget for livelihood programming reached nearly US$ 157 million in 2011, a 33 per cent rise from 2010. Livelihood programming has enabled refugees to be active members of society, contributing to the social and economic life of the host countries, and has promoted peaceful coexistence between displaced populations and local communities. Twelve operations in all regions were provided with assistance in designing comprehensive livelihood programmes during the reported period.

46. Implementation of UNHCR's 2009 *Policy on Refugee Protection and Solutions in Urban Areas* focused on livelihood empowerment and self-reliance activities, with eleven countries developing comprehensive multi-year strategies, as well as on ensuring access to public services such as health and education. UNHCR worked to expand access to national health insurance schemes for refugees in urban areas and provided cash and vouchers for shelter and food.

47. Access to quality education remained a key objective. A new education strategy for 2012-2016 was elaborated in broad consultation with partners and rolled out in 13 priority countries. The strategy focuses on improving education quality, developing partnerships with ministries of education, strengthening national partner capacity, and making use of innovative technologies and communications. Increased investments in the water, sanitation and hygiene sector helped improve access to safe water and adequate sanitation facilities in 10 priority countries in Africa and Asia. The monitoring of public health programmes improved, including in emergencies, with the use of UNHCR's online Health Information System (webHIS)[4]. This field-based tool allows UNHCR and partners to collect and report public health data, enabling adequate programming and responses. A number of large-scale refugee emergencies in 2011 saw populations arriving in extremely malnourished condition. Of the 57 refugee sites surveyed globally in 2011, 9 achieved the acceptable crisis classification threshold, set by the World Health Organization, of less than 5 per cent of children 5-59 months of age suffering from acute malnutrition, and 26 achieved the target of less than 10 per cent.

48. As co-convenors in the UNAIDS Division of Labour for "Addressing HIV in Emergencies," UNHCR and WFP worked with the World Health Organization (WHO), the UN Office on Drugs and Crime (UNODC), the United Nations Children's Fund (UNICEF) and the United Nations Development Programme (UNDP) to ensure access to HIV protection, prevention, treatment, care and support for refugees and other persons of concern. In 2011, 93 per cent of refugees had access to anti-retroviral treatment at the same level as the national population. However many countries still do not mention refugees and IDPs in their national HIV strategies. UNHCR continued to advocate for refugees and IDPs to have access to national HIV and AIDS programmes and services, and encouraged governments, donors and partners to promote environments that mitigate the impact of HIV and reduce stigma and discrimination against those affected by HIV.

V. Resolving protracted situations and achieving durable solutions

A. Protracted refugee situations

49. Some 7.2 million refugees are currently living in protracted situations of exile. Nonetheless, 2011 brought hope of progress. In Africa, three of the most protracted refugee situations are drawing to a close, as the comprehensive solutions strategies for Angolan, Liberian and Rwandan refugees are being implemented along with the cessation of refugee status.

50. In the western Balkans, Bosnia and Herzegovina, Croatia, Montenegro and Serbia drew up a regional plan to resolve displacement stemming from the 1991-1995 conflict. UNHCR played a catalytic role in this process, which aims to bring about durable solutions for 73,000 vulnerable refugees remaining in the region. The Governments agreed to provide housing for the most vulnerable among the displaced, many of whom still live in collective centres. This regional housing project will offer a permanent housing solution to

[4] The Health Information System can be viewed at: http://his.unhcr.org.

those who opt for voluntary return and reintegration in their place of origin, or local integration in their current place of residence.

51. Afghans still constitute the largest protracted refugee population in the world for UNHCR. There are close to three million registered Afghan refugees, most of whom have been residing in neighbouring Pakistan and the Islamic Republic of Iran for over 30 years. A multi-year Solutions Strategy for Afghan Refugees to support Voluntary Repatriation, Sustainable Reintegration and Assistance to Host Countries has been developed, the result of intense consultations among the three Governments and UNHCR. Underlying the strategy is the imperative of enabling conditions conducive to voluntary repatriation and sustainable reintegration through community-based investments in areas of high return in Afghanistan and bridging the gap between humanitarian assistance and development. In recognition of the asylum space provided by neighbouring host countries, the strategy includes enhanced efforts to facilitate voluntary repatriation and support to refugee-hosting communities. Discussions with the concerned Governments are also ongoing with respect to alternative temporary-stay arrangements and further opportunities for resettlement. An international conference on the solutions strategy, held in Geneva on 3 May 2012 and co-hosted by the Government of Switzerland and UNHCR, endorsed this new solutions agenda.

52. In Nepal, the large-scale resettlement programme started in late 2007 has provided a durable solution for some 60,000 refugees from Bhutan and opened up the opportunity for an inter-agency, community-based development programme to promote peaceful co-existence between the host communities and the remaining refugees. Significant political developments in Myanmar may have an impact on one of Asia's most protracted refugee situations.

B. Voluntary repatriation

53. In 2011, an estimated 532,000 refugees were able to return home voluntarily, the highest number since 2008, but still the third-lowest recorded of the past decade. The main countries of return included Libya (149,000), Côte d'Ivoire (135,200), Afghanistan (71,000), Iraq (67,100), Sudan (50,100), and the Democratic Republic of the Congo (21,100).

54. Voluntary repatriation to Afghanistan remained important in terms of efforts to resolve the protracted situation. Overall, more than 5.5 million Afghan refugees – or roughly one-fifth of Afghanistan's population – have returned home since 2002, most of them with UNHCR's assistance.

55. The return figure for Iraq was the highest number since 2004, when 194,000 persons had returned. The number of returnees in 2011 (67,100) more than doubled those in 2010 (28,900). Overall, more than half a million Iraqis have returned between 2003 and 2011.

C. Self-reliance and local solutions

56. The commemorations of the Conventions provided an opportunity to generate additional interest in and commitment to local solutions. Many countries indicated a willingness to support self-reliance initiatives and consider local solutions – such as alternative legal status or naturalization – in their pledges at the 2011 Ministerial Intergovernmental Event.

57. In Africa, UNHCR assisted several States with local integration initiatives. The Government of Zambia pledged to integrate locally up to 10,000 Angolan refugees, some of whom have been in exile for decades, and has called on the international community for support. Residence permits were issued to more than 3,000 former refugees from the Republic of the Congo following the Government of Gabon's declaration ending their refugee status. In Eastern Sudan, close collaboration among UNHCR, UNDP and the

World Bank, under the Transitional Solutions Initiative, aims to bring economic self-sufficiency to 12 refugee camps that have hosted Eritrean refugees for four decades, and to allow for their gradual conversion into village communities. In Darfur, Sudan, UNHCR is shifting from a camp-based approach to a stronger focus on solutions, building on the progressive integration of IDPs in urban areas. Local integration opportunities are also being explored for some 14,000 Mauritanian refugees who have chosen to remain in Senegal.

58. Where solutions are not immediately available, support for refugee self-reliance and mobility has led to additional opportunities. For example, the Ethiopian "out-of-camp" policy allows Eritrean refugees who can financially support themselves to live outside the camps. In 2011, the Government augmented this programme with educational scholarships. In this way, refugees are offered an alternative to protracted displacement and long-term dependency.

59. In the Americas, legislation passed in Panama in October 2011 allowed for the regularization of approximately 900 Colombian nationals, previously under a temporary protection regime. The Cities of Solidarity framework aided the local integration and self-reliance of refugees, mostly in urban areas.

D. Resettlement

60. Resettlement remained a vital tool for securing the protection of refugees, an integral element of comprehensive solutions strategies, and a tangible demonstration of international solidarity in securing solutions for a number of refugee situations. However, there is a gap between needs and places available, with an estimated 800,000 refugees globally requiring resettlement and only 80,000 places made available each year. In 2011, less than 1 per cent of the world's refugees benefited from this durable solution.

61. Over the past two years, the resettlement base expanded to 26 countries. Emerging resettlement countries, including Japan, Paraguay and Romania, began implementing their resettlement programmes, and others provided places on an *ad hoc* basis. During the Intergovernmental Ministerial Event in December 2011, over 20 countries pledged to maintain or expand the capacity of their global resettlement schemes. Other positive developments included the adoption of the Joint European Union Resettlement Scheme.

62. In 2011, UNHCR submitted the cases of some 92,000 refugees for resettlement, a 16 per cent drop from 2010[1]. The decline may be attributed to the processing of complex cases, as well as to the necessity of limiting submission levels in order to prevent an increasing backlog by resettlement countries of cases for certain refugee populations. Women and girls at risk constituted ten per cent of all submissions. This represented the highest percentage achieved in the last six years, reaching the target set by the Executive Committee in its Conclusion No. 105 (LVII) of 2006.

63. According to governmental statistics, a total of 79,800 refugees were admitted by resettlement countries. The main beneficiaries were refugees from Bhutan (18,000), Myanmar (17,900), Iraq (8,900), and Somalia (4,800). The United States of America and Canada admitted most of the resettled refugees in 2011 – with 51,550 and 12,900 refugees admitted respectively. They were followed by Australia (9,200), Sweden (1,900), and Norway (1,300).

64. Of all those resettled in 2011, some 61,600 refugees departed for resettlement with UNHCR's assistance, which was 14 per cent less than in 2010. This decrease was due to tighter security screening, lack of access to major processing countries and limited reception capacity in resettlement countries. The top three countries of asylum from which refugees departed for resettlement with UNHCR's assistance remained the same as in 2010: Nepal (18,150), Thailand (9,600) and Malaysia (8,400).

65. UNHCR continued to work with resettlement States, NGOs and other partners on expanding resettlement opportunities, addressing processing challenges, eliminating

restrictive and discriminatory selection criteria, enhancing the quality and efficiency of submissions, and reinforcing the integration capacity of receiving communities. The Annual Tripartite Consultations on Resettlement, Working Group on Resettlement (ATCR/WGR) provides an important forum in this regard.

66. The three emergency transit facilities in Romania, the Philippines and Slovakia continued to play a key role in evacuating refugees in emergency situations, including in response to the Libya crisis, and facilitating access for resettlement countries. Together, they offer some 400 places for emergency relocation.

VI. Partnerships and coordination

67. In 2011, UNHCR strengthened alliances with Governments, UN agencies, intergovernmental organizations, the Red Cross and Red Crescent movement, national and international NGOs, academia and the private sector.

68. NGOs make up almost 80 per cent of UNHCR's implementing partners. In 2011, the Office channeled US$ 677 million of its expenditures through 762 NGOs (151 international and 611 national). This represented a 20 per cent increase over 2010. During the reporting period, High Commissioner initiated a structured dialogue with key partners with the aim of achieving more transparent, results-oriented and trust-based relationships.

69. Partnerships with UN organizations were paramount in helping UNHCR implement its programmes. As part of an ongoing investment in reinforcing UNHCR's emergency response capacity, steps were taken to strengthen UNHCR's field-level leadership and coordination role in refugee emergencies, including through enhanced information management and resource mobilization arrangements, and guidance on ensuring synergies between refugee coordination mechanisms and other humanitarian coordination arrangements. UNHCR has been strongly engaged in the work of the Inter-Agency Standing Committee and, under the leadership of the Emergency Relief Coordinator, has participated in the development of the Transformative Agenda to strengthen humanitarian leadership in emergencies. In support of this initiative, the Office has engaged in training senior cluster coordinators with sufficient technical expertise and operational experience for the three global clusters which it leads in the inter-agency response to situations of internal displacement. In 2011, the Secretary-General's Policy Committee adopted a decision on durable solutions, which provides a new framework aimed at strengthening the UN response to durable solutions for returning refugees and IDPs.

70. UNHCR continued to place great importance on its partnerships with regional organizations. In Africa, UNHCR worked closely with the African Union to promote accession and ratification of the Convention for the Protection and Assistance of Internally Displaced Persons in Africa and to provide guidance to AU Member States on implementation at the national level. UNHCR provided financial and technical support to the Economic Community of West African States (ECOWAS) for the convening of the first Ministerial Conference on Humanitarian Assistance and Internal Displacement in West Africa, which took place in Abuja in 2011. Activities related to refugee and mixed-migration activities also took place in cooperation with the East African Community and the Inter-Governmental Authority on Development.

71. In the Americas, cooperation with the Inter-American Court and Mercosur resulted in an *amicus curiae* brief for the protection of migrant and refugee children. UNHCR joined the Organization of American States (OAS) Department of International Law to organize a course on International Refugee Law for Permanent Missions to the OAS. The Office also participated in the Regional Conference on Migration (Puebla Process) in the Dominican Republic.

72. In the Asia-Pacific region, UNHCR worked closely with the ASEAN Intergovernmental Commission on Human Rights, the Asia-Pacific Refugee Rights Network, and the Pacific Immigration Director's Conference on issues such as prevention

and reduction of statelessness; birth registration and documentation; addressing smuggling and human trafficking; and preparedness for natural disasters. The Office worked closely with the Bali Process to establish the Regional Cooperation Framework to address irregular migration and refugee protection in the Asia-Pacific region. Likewise for Central Asia, UNHCR (with support from IOM) cooperated with the Organization for Security and Co-operation in Europe (OSCE) and the UN Regional Centre for Preventive Diplomacy to convene a regional conference on mixed-migration and human trafficking issues, resulting in the Almaty Process addressing mixed migrations in Central Asia.

73. In Europe, UNHCR worked extensively with the European Union (EU), the Council of Europe and the OSCE, including on asylum and migration issues. The Office supported efforts to establish a comprehensive framework for asylum in the 27 EU Member States and a European Asylum Support Office. The European Union remained UNHCR's third-largest donor.

74. In the Middle East and North Africa, UNHCR worked on developing a Memorandum of Understanding with the Gulf Cooperation Council and maintained a strong partnership with the League of Arab States. The Office partnered with the Organisation of Islamic Cooperation (OIC) in organizing the Ministerial Conference on Refugees in the Muslim World, which took place in Ashgabat, Turkmenistan in May 2012.[5] This was the first OIC conference on refugee issues in the Muslim world -- dedicated to enhancing protection and durable solutions through multilateral cooperation -- and resulted in the Ashgabat Declaration, which has been made available as an official document of the sixty-sixth session of the General Assembly.

75. UNHCR continued to foster partnership with corporations and foundations. Corporate partners gave UNHCR a record level of support in 2011 -- more than $35 million. The IKEA Foundation was UNHCR's foremost corporate partner, with a landmark three-year pledge of $62 million for assistance to refugees in the Horn of Africa.

76. Goodwill Ambassadors provided invaluable support to the Office, helping to raise awareness, influence action at the political level, and advocate for the rights of persons of concern. Following a decade of service as a UNHCR Goodwill Ambassador, and more than 40 field visits around the world, Angelina Jolie was appointed Special Envoy to the High Commissioner.

VII. Contributions to the Office

77. The generosity and substantial contributions of countries hosting refugees remained fundamental to UNHCR's ability to carry out its mandate. While humanitarian agencies worked to ensure protection and provide essential services, refugees were sustained by the resources and support of their host governments and communities. In 2011, Pakistan remained the country hosting the largest number of refugees, followed by the Islamic Republic of Iran, both countries hosting mainly Afghan refugees. In the Syrian Arab Republic, the third largest hosting country, Iraqi refugees made up the main refugee population. Other important host countries included Kenya and Jordan. To better understand the contributions of refugee-hosting States, the Office convened a Steering Committee on the Cost and Impact of Hosting Refugees, comprised of interested members of the Executive Committee. The Office also commissioned a review of literature on the subject by the African Centre for Migration and Society, which was shared with the Steering Committee in February 2012 and will inform national case studies proposed for 2012-2013.

[5] UNHCR's cooperation with the OIC is led by UNHCR's Regional Bureau for the Middle East and North Africa.

78. The global needs-based budget for 2011 amounted to $3.8 billion, comprising an initial approved budget of $3.3 billion and $500.9 million for six supplementary budgets created during the course of the year. These six supplementary budgets established to address unforeseen emergency situations included: Pakistan ($121.5 million), Kyrgyzstan ($11.5 million), North Africa and the Mediterranean ($110.0 million), Côte d'Ivoire situation ($126.0 million), Sudan situation ($60.6 million), and the Somali displacement crisis ($71.3 million). Despite the persistence of the global financial and economic crisis, the Office continued to receive strong support from its donors, reaching a record $2.1 billion in contributions. Nevertheless, over one-third of the comprehensive needs of persons of concern remained unmet during 2011.

79. UNHCR has continued to diversify its funding sources, including from pooled funds and development sources, the private sector and individual donors. Private donors provided $111 million to UNHCR in 2011, an increase of 53 per cent over 2010. An additional 75,000 donors joined the list of UNHCR's individual donors, bringing the total to nearly 488,000.

VIII. Oversight of programmes

80. Cooperation between internal oversight entities as well as with UN system entities, such as the Office of Internal Oversight Services (OIOS) and the Joint Inspection Unit, facilitated UNHCR's work. During the reporting period, an Independent Audit and Oversight Committee, as described in Chapter II, was established. A proposal to establish an internal audit service is also being explored.

81. The Inspector General's Office (IGO) within UNHCR continued to work on three core functions: inspections related to the quality of management of operations; investigations of allegations of misconduct by UNHCR personnel; and ad hoc inquiries into violent attacks on UNHCR personnel and operations, and other incidents causing major loss or damage to the Office's integrity, credibility or assets.

82. Over the past year, seven standard inspections of field operations were conducted in Africa, Asia, the Americas and Europe. Closure memoranda were issued for 25 standard inspections that had been conducted between 2007 and 2010. The rate of compliance with recommendations made by the IGO's Inspection Service remained high, at 84 per cent.

83. In terms of investigations, the IGO registered 1,137 complaints over the past year. Of these, 782 related to protection and assistance, while 180 (16 per cent), involved allegations of misconduct. The remainder raised matters not directly of concern to the IGO. The 180 complaints of misconduct were carefully assessed and sufficient grounds were found to open 61 cases. Meanwhile 96 cases were closed, 15 of which resulted in referral of a Preliminary Investigation Report to the Department of Human Resources Management (DHRM) for further action, including determination of possible disciplinary measures.

84. Two ad hoc inquiries were also undertaken: one in December 2011, following the violent attack on UNHCR's sub-office in Kandahar, and one in June 2012 to investigate the fatal shooting of a national field safety staff member in a field office in the Democratic Republic of the Congo.

85. The IGO convened a meeting with nine of UNHCR's key implementing partners (IPs) to explore modalities of cooperating on investigations. UNHCR is revising its standard sub-agreement to include a clause which obligates IPs to report and investigate misconduct and to share findings. Draft guidelines are also being developed for UNHCR-NGO cooperation on investigations.

IX. Conclusion

86. Human mobility, including both cross-border and internal displacement, was a key feature of almost all major world events in 2011 and the first half of 2012, especially in the Middle East and in North, West and East Africa. The goodwill shown by host and donor governments has been remarkable. However, the scale and complexity of forced displacement demand even more support and solidarity from the international community.

87. The commemorations of the key refugee and statelessness instruments in 2011 saw the international community renew its commitment to persons in need of international protection, including through the Ministerial Communiqué and State pledges at the Ministerial Intergovernmental Event in December 2011. Taken as a whole, as reaffirmation of international cooperation and partnership, these pledges pave the way for substantial achievements in protection and solutions for refugees, stateless and internally displaced persons in the decade to come. UNHCR looks forward to the implementation of the pledges made by States and to the international community exercising its shared commitment to address the challenges that lie ahead.

Table I

Refugees, asylum-seekers, internally displaced persons (IDPs), returnees (refugees and IDPs), stateless persons and others of concern to UNHCR by country/territory of asylum, end-2011

Country/territory of asylum[1]	REFUGEES					Returned refugees[5]	IDPs protected/ assisted by UNHCR, incl. people in IDP-like situations[6]	Returned IDPs[7]	Stateless persons[8]	Various[9]	Total population of concern
	Refugees[2]	People in refugee-like situations[3]	Total refugees and people in refugee-like situations	*Of whom assisted by UNHCR*	Asylum-seekers (pending cases)[4]						
Afghanistan	66	2,943	3,009	*3,009*	53	71,145	447,547	75,453	-	951,167	1,548,374
Albania	82	-	82	*82*	24	-	-	-	-	-	106
Algeria[10]	94,148	-	94,148	*90,143*	816	-	-	-	-	-	94,964
Angola	16,223	-	16,223	*5,072*	3,167	3,967	-	-	-	-	23,357
Argentina	3,361	-	3,361	*192*	1,217	-	-	-	-	-	4,578
Armenia	2,918	-	2,918	*2,898*	25	-	-	-	11	82,936	85,892
Aruba	-	-	-	-	4	-	-	-	-	-	4
Antigua and Barbuda	-	-	-	-	-	-	-	-	-	-	-
Australia	23,434	-	23,434	-	5,242	-	-	-	-	-	28,676
Austria	47,073	-	47,073	-	24,480	-	-	-	464	-	72,017
Azerbaijan	1,730	-	1,730	*1,730*	48	-	599,192	-	1,741	-	602,711
Bahamas	21	7	28	*27*	14	-	-	-	-	-	42
Bahrain	199	-	199	*199*	160	-	-	-	-	-	359
Bangladesh	29,669	200,000	229,669	*29,669*	2	-	-	-	-	-	229,671
Belarus	595	-	595	*246*	50	-	-	-	7,391	-	8,036
Belgium	22,402	-	22,402	*500*	19,006	-	-	-	697	-	42,105
Belize	78	-	78	*66*	55	-	-	-	-	-	133
Benin	7,217	-	7,217	*7,217*	358	-	-	-	-	-	7,575
Bolivia (Plurinational State of)	716	-	716	*154*	18	-	-	-	-	-	734
Bonaire	-	-	-	-	-	-	-	-	-	-	-
Bosnia and Herzegovina	6,933	-	6,933	*1,737*	45	449	113,000	365	4,500	52,529	177,821
Botswana	3,312	-	3,312	*3,312*	246	-	-	-	-	-	3,558
Brazil	4,477	-	4,477	*2,772*	4,670	-	-	-	-	-	9,147
British Virgin Islands	2	-	2	*2*	-	-	-	-	-	-	2
Brunei Darussalam	-	-	-	-	-	-	-	-	20,992	-	20,992
Bulgaria	5,688	-	5,688	-	1,384	-	-	-	-	-	7,072
Burkina Faso	546	-	546	*546*	665	-	-	-	-	-	1,211
Burundi	35,659	-	35,659	*35,659*	10,060	4,378	78,796	-	1,059	250	130,202
Cambodia	64	-	64	*64*	49	-	-	-	-	-	113
Cameroon	100,373	-	100,373	*100,373*	3,298	-	-	-	-	-	103,671
Canada	164,883	-	164,883	-	41,852	-	-	-	-	-	206,735
Cayman Islands	3	-	3	*2*	1	-	-	-	-	-	4
Central African Rep.	16,730	-	16,730	*16,730*	2,448	8,974	105,206	66,545	-	-	199,903
Chad	366,494	-	366,494	*336,153*	16	76	124,000	7,000	-	-	497,735
Chile	1,674	-	1,674	*683*	364	-	-	-	-	-	2,038
China[11]	301,018	-	301,018	*105*	30	-	-	-	-	-	301,048
- Hong Kong SAR, China	152	-	152	*152*	597	-	-	-	1	-	750
- Macao SAR, China	1	-	1	*1*	10	-	-	-	-	-	11
Colombia	219	-	219	*66*	120	24	3,888,309	-	12	-	3,888,684
Comoros	-	-	-	-	-	-	-	-	-	-	-
Congo	141,232	-	141,232	*141,232*	3,011	742	-	-	-	334	145,319
Costa Rica	12,571	7,486	20,057	*15,962*	455	-	-	-	-	-	20,512
Côte d'Ivoire	24,221	-	24,221	*24,221*	667	135,206	126,668	466,808	-	938	754,508
Croatia	782	42	824	*824*	235	439	-	67	1,720	21,016	24,301
Cuba	384	-	384	*347*	2	3	-	-	-	-	389
Curacao	6	-	6	*6*	6	-	-	-	-	-	12
Cyprus[12]	3,503	-	3,503	-	3,059	-	-	-	-	-	6,562
Czech Rep.[13]	2,449	-	2,449	-	909	-	-	-	-	-	3,358
Dem. Rep. of the Congo	152,749	-	152,749	*101,299*	1,136	21,081	1,709,278	822,688	-	-	2,706,932
Denmark	13,399	-	13,399	-	1,427	-	-	-	3,183	-	18,009
Djibouti	20,340	-	20,340	*20,340*	1,905	-	-	-	-	2	22,247
Dominica	-	-	-	-	-	-	-	-	-	-	-
Dominican Rep.	595	-	595	*225*	1,785	-	-	-	-	-	2,380
Ecuador	55,092	68,344	123,436	*55,092*	21,558	-	-	-	-	-	144,994
Egypt	95,087	-	95,087	*25,087*	18,938	-	-	-	60	-	114,085
El Salvador	38	-	38	*32*	5	-	-	-	-	-	43
Equatorial Guinea	-	-	-	-	-	-	-	-	-	-	-
Eritrea	4,719	-	4,719	*4,685*	7	-	-	-	-	-	4,726
Estonia	50	-	50	-	9	-	-	-	97,749	-	97,808
Ethiopia	288,844	-	288,844	*288,844*	1,347	21	-	-	-	-	290,212
Fiji	7	-	7	*6*	1	-	-	-	-	-	8

Country/territory of asylum[1]	REFUGEES					Returned refugees[5]	IDPs protected/ assisted by UNHCR, incl. people in IDP-like situations[6]	Returned IDPs[7]	Stateless persons[8]	Various[9]	Total population of concern
	Refugees[2]	People in refugee-like situations[3]	Total refugees and people in refugee-like situations	*Of whom assisted by UNHCR*	Asylum-seekers (pending cases)[4]						
Finland	9,175	-	9,175	-	2,283	-	-	-	3,614	-	15,072
France	210,207	-	210,207	-	49,240	-	-	-	1,180	-	260,627
Gabon	1,773	-	1,773	*1,773*	2,368	-	-	-	-	8,651	12,792
Gambia	9,528	-	9,528	*9,527*	26	-	-	-	-	-	9,554
Georgia	462	-	462	*462*	40	-	273,997	-	1,569	-	276,068
Germany	571,685	-	571,685	-	62,680	-	-	-	8,044	16,409	658,818
Ghana	13,588	-	13,588	*13,588*	12,632	-	-	-	-	-	26,220
Greece	1,573	-	1,573	-	43,942	-	-	-	205	-	45,720
Grenada	3	-	3	-	-	-	-	-	-	-	3
Guatemala	147	-	147	*8*	10	2	-	-	-	-	159
Guinea	16,609	-	16,609	*16,609*	605	1	-	-	-	-	17,215
Guinea-Bissau	7,800	-	7,800	*7,798*	91	-	-	-	-	-	7,891
Guyana	7	-	7	*7*	1	-	-	-	-	-	8
Haiti	-	-	-	-	6	-	-	-	-	-	6
Honduras	17	-	17	-	-	-	-	-	-	-	17
Hungary	5,106	-	5,106	-	360	-	-	-	89	-	5,555
Iceland	58	-	58	-	81	-	-	-	106	-	245
India	185,118	-	185,118	*16,966*	3,518	1	-	-	-	-	188,637
Indonesia	1,006	-	1,006	*1,006*	3,233	-	-	-	-	-	4,239
Iran, Islamic Rep. of	886,468	-	886,468	*886,468*	445	1	-	-	-	-	886,914
Iraq	35,189	-	35,189	*35,189*	4,196	67,089	1,332,382	193,610	120,000	-	1,752,466
Ireland	8,249	-	8,249	-	5,439	-	-	-	-	-	13,688
Israel	1,116	40,119	41,235	*4,675*	6,460	-	-	-	9	-	47,704
Italy	58,060	-	58,060	-	13,525	-	-	-	1,176	-	72,761
Jamaica	20	-	20	*20*	-	-	-	-	-	-	20
Japan	2,649	-	2,649	*814*	3,698	-	-	-	1,234	-	7,581
Jordan[14]	451,009	-	451,009	*33,206*	4,975	2	-	-	-	-	455,986
Kazakhstan	616	-	616	*606*	70	-	-	-	7,337	3,682	11,705
Kenya	566,487	-	566,487	*566,487*	35,271	69	300,000	-	20,000	-	921,827
Kuwait	335	-	335	*335*	1,118	-	-	-	93,000	-	94,453
Kyrgyzstan[15]	595	5,500	6,095	*2,095*	408	-	163,900	8,100	32,300	-	210,803
Lao People's Dem. Rep.	-	-	-	-	-	-	-	-	-	-	-
Latvia	95	-	95	-	231	-	-	-	312,362	-	312,688
Lebanon	8,845	145	8,990	*8,990*	1,736	-	-	-	-	4,840	15,566
Lesotho	34	-	34	-	3	-	-	-	-	-	37
Liberia	128,285	8	128,293	*128,293*	574	1,768	-	-	-	1,850	132,485
Libya	7,540	2,590	10,130	*10,130*	2,894	148,951	93,565	458,047	-	-	713,587
Liechtenstein	94	-	94	-	57	-	-	-	2	-	153
Lithuania	821	-	821	-	77	-	-	-	3,480	-	4,378
Luxembourg	2,855	-	2,855	-	1,694	-	-	-	177	-	4,726
Madagascar	9	-	9	-	1	-	-	-	-	1	11
Malawi	6,308	-	6,308	*6,308*	10,545	-	-	-	-	-	16,853
Malaysia	85,754	926	86,680	*86,680*	10,937	-	-	-	40,001	80,000	217,618
Mali	15,624	-	15,624	*15,624*	2,497	-	-	-	-	-	18,121
Malta	6,952	-	6,952	-	1,457	-	-	-	-	-	8,409
Mauritania	535	26,000	26,535	*535*	282	1,367	-	-	-	-	28,184
Mauritius	-	-	-	-	-	-	-	-	-	-	-
Mexico	1,677	-	1,677	*240*	631	-	-	-	5	-	2,313
Micronesia (Federated States	-	-	-	-	-	-	-	-	-	-	-
Monaco	37	-	37	-	-	-	-	-	-	-	37
Mongolia	1	-	1	*1*	5	-	-	-	292	-	298
Montenegro	12,874	-	12,874	*12,874*	38	-	-	-	4,312	3,938	21,162
Montserrat	-	-	-	-	5	-	-	-	-	-	5
Morocco	736	-	736	*736*	615	-	-	-	-	-	1,351
Mozambique	4,079	-	4,079	*2,404*	9,602	5	-	-	-	-	13,686
Myanmar	-	-	-	-	-	-	339,200	-	808,075	-	1,147,275
Namibia	6,049	-	6,049	*6,049*	928	41	-	-	-	-	7,018
Nepal[16]	70,268	2,386	72,654	*55,268*	928	-	-	-	800,000	541	874,123
Netherlands	74,598	-	74,598	-	10,420	-	-	-	2,005	-	87,023
New Zealand	1,934	-	1,934	-	240	-	-	-	-	-	2,174

Country/territory of asylum[1]	REFUGEES					Returned refugees[5]	IDPs protected/ assisted by UNHCR, incl. people in IDP-like situations[6]	Returned IDPs[7]	Stateless persons[8]	Various[9]	Total population of concern
	Refugees[2]	People in refugee-like situations[3]	Total refugees and people in refugee-like situations	*Of whom assisted by UNHCR*	Asylum-seekers (pending cases)[4]						
Nicaragua	86	-	86	*40*	6	-	-	-	-	-	92
Niger	302	-	302	*302*	123	-	-	-	-	-	425
Nigeria	8,806	-	8,806	*8,806*	1,529	-	-	-	-	-	10,335
Norway	40,691	-	40,691	-	11,153	-	-	-	2,773	-	54,617
Occupied Palestinian Territory	-	-	-	-	-	-	-	-	-	-	-
Oman	83	-	83	*83*	43	-	-	-	-	-	126
Pakistan	1,702,700	-	1,702,700	*1,702,700*	1,624	3,449	452,932	620,362	-	-	2,781,067
Palau	1	-	1	*1*	1	-	-	-	-	-	2
Panama	2,262	15,000	17,262	*4,055*	794	-	-	-	3	-	18,059
Papua New Guinea	4,810	4,567	9,377	*2,559*	1	-	-	-	-	-	9,378
Paraguay	124	-	124	*21*	9	-	-	-	-	-	133
Peru	1,144	-	1,144	*113*	494	-	-	-	-	-	1,638
Philippines	125	-	125	*19*	58	-	159,465	-	-	68	159,716
Poland	15,847	-	15,847	-	2,886	-	-	-	763	-	19,496
Portugal	408	-	408	-	214	-	-	-	31	-	653
Qatar	80	-	80	*80*	49	-	-	-	1,200	-	1,329
Rep. of Korea	401	-	401	*21*	1,169	-	-	-	179	-	1,749
Rep. of Moldova	146	-	146	*146*	49	-	-	-	2,073	-	2,268
Romania	1,005	-	1,005	*121*	753	-	-	-	275	-	2,033
Russian Federation[17]	3,914	-	3,914	*2,727*	962	41	28,450	166	178,000	10,246	221,779
Rwanda	55,325	-	55,325	*55,325*	296	8,524	-	-	-	-	64,145
Saint Kitts and Nevis	-	-	-	-	-	-	-	-	-	-	-
Saint Lucia	2	-	2	*2*	3	-	-	-	-	-	5
Saint Maarten	3	-	3	*3*	-	-	-	-	-	-	3
Saint Vincent and the Grenadi	-	-	-	-	1	-	-	-	-	-	1
Sao Tome and Principe	-	-	-	-	-	-	-	-	-	-	-
Saudi Arabia	572	27	599	*599*	80	-	-	-	70,000	-	70,679
Senegal	20,644	-	20,644	*20,644*	2,263	-	-	-	-	-	22,907
Serbia (and Kosovo: S/RES/12	70,707	-	70,707	*70,705*	399	392	228,215	845	8,500	519	309,577
Sierra Leone	8,092	-	8,092	*8,079*	64	-	-	-	-	-	8,156
Singapore	3	-	3	*3*	-	-	-	-	-	-	3
Slovakia	546	-	546	-	185	-	-	-	63	46	840
Slovenia	142	-	142	-	103	-	-	-	-	-	245
Somalia	2,099	-	2,099	*2,099*	6,016	212	1,356,845	-	-	11	1,365,183
South Africa[18]	57,899	-	57,899	-	219,368	-	-	-	-	-	277,267
South Sudan[19]	105,023	-	105,023	*99,958*	88	906	560,161	-	-	-	666,178
Spain	4,228	-	4,228	-	2,670	-	-	-	36	-	6,934
Sri Lanka	188	-	188	*188*	204	2,365	138,401	144,577	-	-	285,735
Sudan[20]	113,439	25,976	139,415	*82,315*	6,912	50,074	2,422,520	279,325	-	-	2,898,246
Suriname	-	-	-	-	3	-	-	-	-	-	3
Swaziland	759	-	759	-	-	-	-	-	-	-	759
Sweden	86,615	-	86,615	-	18,138	-	-	-	10,344	-	115,097
Switzerland	50,416	-	50,416	-	16,915	-	-	-	54	-	67,385
Syrian Arab Rep.[21]	755,445	-	755,445	*105,699*	1,830	-	-	-	231,000	-	988,275
Tajikistan	3,323	-	3,323	*2,128*	2,027	1	-	-	2,300	-	7,651
The former Yugoslav Republic of Macedonia	801	329	1,130	*1,130*	389	-	-	-	1,154	-	2,673
Thailand	89,253	-	89,253	*89,253*	13,357	-	-	-	506,197	-	608,807
Timor-Leste	-	-	-	-	2	-	-	-	-	-	2
Togo	19,270	-	19,270	*9,272*	377	76	-	-	-	-	19,723
Tonga	2	-	2	-	1	-	-	-	-	-	3
Trinidad and Tobago	22	-	22	*22*	20	-	-	-	-	-	42
Tunisia	3,048	1,049	4,097	*4,021*	555	5	-	-	-	-	4,657
Turkey	14,465	-	14,465	*14,465*	10,964	-	-	-	780	9,576	35,785
Turkmenistan	59	-	59	*59*	-	-	-	-	11,000	-	11,059
Uganda	139,448	-	139,448	*139,448*	23,453	20	29,776	95,822	-	-	288,519
Ukraine	2,676	500	3,176	*298*	3,622	-	-	-	39,817	-	46,615
United Arab Emirates	677	-	677	*677*	45	-	-	-	-	-	722
United Kingdom	193,510	-	193,510	-	15,170	-	-	-	205	-	208,885
United Rep. of Tanzania	131,243	-	131,243	*109,016*	705	-	-	-	-	162,256	294,204
United States[22]	264,763	-	264,763	-	11,721	-	-	-	-	-	276,484
Uruguay	174	-	174	*88*	51	-	-	-	-	-	225
Uzbekistan	214	-	214	*214*	-	-	-	-	-	-	214
Vanuatu	-	-	-	-	2	-	-	-	-	-	2
Venezuela (Bolivarian Rep. of	2,022	200,000	202,022	*21,125*	17,369	-	-	-	-	-	219,391
Viet Nam	990	-	990	-	-	21	-	-	10,200	-	11,211
Yemen	214,740	-	214,740	*214,740*	5,878	-	347,295	6,024	-	-	573,937
Zambia	45,632	-	45,632	*31,508*	1,021	-	-	-	-	-	46,653
Zimbabwe	4,561	-	4,561	*4,561*	777	19	54,278	-	-	40	59,675
Various	-	-	-	-	-	-	-	-	-	-	-
Grand Total	9,800,862	603,944	10,404,806	6,058,972	895,284	531,907	15,473,378	3,245,804	3,477,101	1,411,848	35,440,128

Country/territory of asylum[1]	REFUGEES					Returned refugees[5]	IDPs protected/ assisted by UNHCR, incl. people in IDP-like situations[6]	Returned IDPs[7]	Stateless persons[8]	Various[9]	Total population of concern
	Refugees[2]	People in refugee-like situations[3]	Total refugees and people in refugee-like situations	*Of whom assisted by UNHCR*	Asylum-seekers (pending cases)[4]						
UNHCR-Bureaux											
Central Africa-Great Lakes	635,084	-	635,084	561,407	23,322	43,699	1,893,280	889,233	1,059	171,491	3,657,168
East and Horn of Africa	1,606,893	25,976	1,632,869	1,540,329	75,164	51,378	4,793,302	382,147	20,000	13	6,954,873
Southern Africa	144,865	-	144,865	59,214	245,658	4,032	54,278	-	-	41	448,874
Western Africa	280,532	8	280,540	270,526	22,471	137,051	126,668	466,808	-	2,788	1,036,326
Asia and Pacific	3,390,889	216,322	3,607,211	2,880,055	47,912	76,983	1,701,445	848,492	2,240,108	1,035,458	9,557,609
Middle East and North Africa	1,869,384	69,930	1,739,314	535,124	50,670	217,414	1,773,242	657,681	515,269	4,840	4,958,430
Europe	1,556,622	871	1,557,493	110,945	326,837	1,321	1,242,354	1,443	700,645	197,217	4,027,810
Americas	516,593	290,837	807,430	101,372	103,250	29	3,888,309	-	20	-	4,799,038
Various/unknown	-	-	-	-	-	-	-	-	-	-	-
Total	9,800,862	603,944	10,404,806	6,058,972	895,284	531,907	15,473,378	3,245,804	3,477,101	1,411,848	35,440,128
UN major regions											
Africa	2,868,468	55,623	2,924,091	2,562,128	390,715	386,483	6,961,093	2,196,235	21,119	174,333	13,054,069
Asia	4,852,089	252,046	5,104,115	3,301,516	83,130	144,074	4,254,311	1,048,126	2,759,418	1,132,812	14,525,986
Europe	1,533,544	871	1,534,415	91,390	312,701	1,321	369,665	1,443	696,544	104,703	3,020,792
Latin America and the Caribbe	86,947	290,837	377,784	101,372	49,677	29	3,888,309	-	20	-	4,315,819
Northern America	429,646	-	429,646	-	53,573	-	-	-	-	-	483,219
Oceania	30,188	4,567	34,755	2,566	5,488	-	-	-	-	-	40,243
Various	-	-	-	-	-	-	-	-	-	-	-
Total	9,800,862	603,944	10,404,806	6,058,972	895,284	531,907	15,473,378	3,245,804	3,477,101	1,411,848	35,440,128

Notes

The data are generally provided by Governments, based on their own definitions and methods of data collection.

A dash (-) indicates that the value is zero, not available or not applicable.

[1] Country or territory of asylum or residence.

[2] Persons recognized as refugees under the 1951 UN Convention/1967 Protocol, the 1969 OAU Convention, in accordance with the UNHCR Statute, persons granted a complementary form of protection and those granted temporary protection. In the absence of Government figures, UNHCR has estimated the refugee population in 24 industrialized countries based on 10 years of individual refugee recognition.

[3] This category is descriptive in nature and includes groups of persons who are outside their country or territory of origin and who face protection risks similar to those of refugees, but for whom refugee status has, for practical or other reasons, not been ascertained.

[4] Persons whose application for asylum or refugee status is pending at any stage in the asylum procedure.

[5] Refugees who have returned to their place of origin during the calendar year. Source: country of origin and asylum.

[6] Persons who are displaced within their country and to whom UNHCR extends protection and/or assistance. It also includes people in IDP-like situations. This category is descriptive in nature and includes groups of persons who are inside their country of nationality or habitual residence and who face protection risks similar to those of IDPs but who, for practical or other reasons, could not be reported as such.

[7] IDPs protected/assisted by UNHCR who have returned to their place of origin during the calendar year.

[8] Refers to persons who are not considered nationals by any State under the operation of its laws. This category covers *de jure* and *de facto* stateless persons, including persons who are unable to establish their nationality. See annex table 7 for footnotes (http://www.unhcr.org/statistics/1%WRD-table-7.xls).

[9] Refers to individuals who do not necessarily fall directly into any of the other groups but to whom UNHCR may extend its protection and/or assistance services. These activities might be based on humanitarian or other special grounds.

[10] According to the Government of Algeria, there are an estimated 165,000 Sahrawi refugees in the Tindouf camps.

[11] The 300,000 Vietnamese refugees are well integrated and in practice receive protection from the Government of China.

[12] UNHCR's assistance activities for IDPs in Cyprus ended in 1999. Visit the website of the Internal Displacement Monitoring Centre (IDMC) for further information.

[13] Refugee population refers to the end of 2010. Asylum-seekers (pending cases) refers to 565 undecided cases at the first instance at the end of 2011 and 344 undecided cases on appeal at the end of 2010 (no updated data available).

[14] Refugee figure for Iraqis in Jordan is a Government estimate. UNHCR has registered and is assisting 32,200 Iraqis.

[15] IDP figure in Kyrgyzstan includes 150,500 people who are in an IDP-like situation.

[16] The figure of 800,000 persons is an estimated figure of individuals who lack citizenship certificates in Nepal, while a Nepalese individual cannot be regarded stateless only on the grounds that he/she has not obtained the citizenship certificate. The exact number as well, as the exact reasons for not having the certificate, are currently not known. In 1995, the Government of Nepal sponsored the Dhanapati Commission, which concluded that approximately 3.4 million Nepalis were lacking citizenship certificates. A Government-initiated task force then distributed 2.6 million certificates in 2007. The estimate of 800,000 was arrived at by deducting 2.6 million (number of certificates issues) from the original estimated figure of 3.4 million. The Government of Nepal is also supporting access to citizenship certificates through mobile registration teams organized in some districts, in the context of a voter registration exercise. This should also help determine the number of people without citizenship certificates and propose concrete measures to address the issue.

[17] The figure of 178,000 stateless persons is based on the number of persons who self-identified as stateless in the 2010 census and is subject to further discussion/verification with the Government.

[18] Asylum-seekers (pending cases) refers to an estimated 63,000 undecided cases at first instance and 156,400 undecided cases on appeal.

[19] IDP figure in South Sudan includes 209,700 people who are in an IDP-like situation.

[20] IDP figure in Sudan includes 83,100 people who are in an IDP-like situation.

[21] Refugee figure for Iraqis in the Syrian Arab Republic is a Government estimate. UNHCR has registered and is assisting 103,200 Iraqis.

[22] Asylum-seekers (pending cases) excludes individuals pending a decision on their asylum claim with the Executive Office for Immigration Review.

Source: UNHCR/Governments.

Table II

UNHCR budget and expenditure in 2011

Subregion		Refugee programme Pillar 1	Stateless programme Pillar 2	Reintegration projects Pillar 3	IDP projects Pillar 4	Total
Central Africa and the Great Lakes	Budget	211,765,910	4,243,123	107,347,488	70,309,311	393,665,832
	Expenditure	124,566,405	1,855,346	22,560,708	24,365,664	173,348,123
East and Horn of Africa	Budget	830,921,869	9,957,503	11,284,311	219,753,256	1,071,916,939
	Expenditure	420,793,532	3,449,757	6,698,150	96,990,727	527,932,166
West Africa	Budget	173,311,293	5,043,153	19,448,039	29,072,575	226,875,060
	Expenditure	91,657,247	2,035,097	9,560,808	6,505,169	109,758,321
Southern Africa	Budget	84,802,049	2,225,653	2,528,102	4,432,293	93,988,097
	Expenditure	43,203,158	1,262,126	421,090	1,816,898	46,703,272
North Africa	Budget	134,295,541	0	0	10,848,957	145,144,498
	Expenditure	87,616,984	0	0	2,565,042	90,182,026
Middle East	Budget	302,138,453	9,125,605	65,062,863	130,076,739	506,403,660
	Expenditure	188,012,882	2,624,737	22,644,704	58,950,744	272,233,067
South-West Asia	Budget	129,867,863	815,199	67,444,591	175,612,790	373,740,443
	Expenditure	98,519,013	559,758	53,174,972	122,468,855	274,722,598
Central Asia	Budget	9,071,299	3,359,513	0	10,732,964	23,163,776
	Expenditure	6,265,606	2,441,548	0	4,521,867	13,229,021
South Asia	Budget	36,295,884	1,501,952	0	17,498,959	55,296,795
	Expenditure	22,802,926	867,767	0	9,467,396	33,138,089
South-East Asia	Budget	60,668,451	14,736,347	377,372	14,367,668	90,149,838
	Expenditure	35,566,671	8,354,763	153,242	7,874,513	51,949,189
East Asia and the Pacific	Budget	15,405,017	1,169,397	0	460,000	17,034,414
	Expenditure	11,710,261	798,244	0	444,056	12,952,561
Eastern Europe	Budget	49,303,098	4,343,496	2,265,525	28,709,429	84,621,548
	Expenditure	33,092,644	2,432,476	529,092	14,627,045	50,681,257
South-Eastern Europe	Budget	27,855,110	4,495,037	13,679,143	30,236,719	76,266,009
	Expenditure	18,254,825	3,255,945	5,636,745	10,184,034	37,331,549
Central Europe	Budget	9,695,418	648,188	0	0	10,343,606
	Expenditure	7,835,611	502,769	0	0	8,338,380
Northern, Western and Southern Europe	Budget	38,704,414	2,092,148	0	0	40,796,562
	Expenditure	30,005,836	1,864,045	0	0	31,869,881
North America and the Caribbean	Budget	8,774,165	2,372,077	0	6,477,459	17,623,701
	Expenditure	7,445,300	1,106,965	0	1,863,358	10,415,623
Latin America	Budget	52,220,811	188,018	0	32,567,240	84,976,069
	Expenditure	30,698,376	125,344	0	16,209,445	47,033,165
Global Programmes	Budget	188,162,479	0	0	0	188,162,479
	Expenditure	180,456,496	0	0	0	180,456,496
Headquarters[1]	Budget	201,057,316	0	0	0	201,057,316
	Expenditure	199,234,589	0	0	0	199,234,589
Subtotal programmed activities	Budget	2,884,318,440	66,516,490	388,437,434	781,156,339	4,701,226,642
	Expenditure	1,637,739,941	33,534,887	131,379,511	378,854,813	2,171,509,373
Operational Reserve	Budget	93,381,549	0	0	0	93,381,549
NAM Reserve[2]	Budget	15,031,152	0	0	0	15,031,152
Support costs related to NAM	Budget	68,238	0	0	0	68,238
Junior Professional Officers	Budget	12,000,000	0	0	0	12,000,000
	Expenditure	9,589,954	0	0	0	9,589,954
Total	Budget	2,884,787,379	66,516,490	388,437,434	781,156,339	4,121,703,581
	Expenditure	1,647,329,716	33,534,887	131,379,511	378,854,813	2,191,099,327

[1] Includes allocations from the UN Regular Budget as follows: USD 44,058,600 (budget) and USD 44,058,600 (expenditure).

[2] "New or additional activities - mandate-related" Reserve